

JOB OPPORTUNITY

1/10/06 1/24/06
Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications
for
Operations Manager
OFFICE OF THE JURY COMMISSIONER

All Applications must be received by: 1/24/06

POSITION SUMMARY:

The Operations Manager manages jury system operations and activities in the Commonwealth of Massachusetts. This person is chiefly responsible for ensuring that jury operations, including summoning, training and customer service, are conducted in an effective, efficient, and economical manner in the Office of Jury Commissioner (OJC) and the jury courts. The position requires considerable judgment in making important decisions with limited oversight.

MAJOR DUTIES

Serves as a member of the OJC management team, which advises the Jury Commissioner on policy matters.

Manages the Operations Department of the Office of Jury Commissioner, including supervising the Call Center, Mail Room, and Scanning Center.

Directs the summoning of grand and trial jurors.

Manages and performs complex analysis of jury system statistical data using spreadsheets, relational databases, and applications such as reporting software.

Works extensively with customized jury management software system, including troubleshooting and advising OJC staff and court personnel on software and hardware use.

Works closely with Data Processing Manager, providing back-up as needed, on jury management system application, summoning, and juror management issues.

Oversees all routine communications and complaints relating to juror service and jury system operations, including communicating directly with the public, court personnel, and others when necessary.

Manages OJC relations with vendors relating to operational issues, such as outsource mailing and telephone services.

Manages vendor selection process on operational issues, and advises executive management on vendor selection.

Assists the Jury Commissioner in developing publications and forms.

Functions as OJC liaison with Trial Court personnel on matters concerning jury management systems operations.

Provides support and training to jury pools.

Maintains OJC postal accounts with USPS.

Manages vendor invoices, postal accounts, and other Operations accounts; monitors potential savings and irregularities.

Develops and implements new operational systems. Reviews and makes recommendations on business processes, software functionality, and other operational issues. Regularly monitors and evaluates all jury system operations and makes recommendations for improvements.

Provides internal research for the office; conducts special research projects and writes reports as requested.

May be asked to act on behalf of the Jury Commissioner in his/her absence.

Performs related duties as required.

SUPERVISION EXERCISED

Provides direct supervision to the Operations Coordinator and the supervisors of the Call Center, the Mail Room, and the Scanning Center, and indirect supervision to the staff of those operations.

SUPERVISION RECEIVED

Reports to the Jury Commissioner or to that individual's designee.

POSITION REQUIREMENTS

Bachelors degree obtained through a formal academic program of a college or university; or equivalent education and experience provided, however, that such experience includes minimum of two years of management experience.

Extensive knowledge of systems operational procedures, as well as knowledge of planning, management, and data analysis techniques.

Excellent writing skills and the demonstrated ability to develop written reports and action plans.
Excellent customer service skills including one or more years experience dealing directly with the public.

Extensive knowledge of desktop applications such as Microsoft Excel and statistical reporting software.

Experience managing an operational staff, including both direct supervision and delegation of authority.

Demonstrated ability to assimilate statistical information, analyze trends, and track large volumes of numerical data.

Good problem-solving skills and evidence of the ability to apply these skills to prompt resolution of operational issues.

Experience representing interests of an organization to external resources, such as vendors, constituents, and government entities.

Ability to interpret relevant policies, procedures and statutes and apply them to specific situations.

Strong organizational skills and the ability to work well under pressure and to meet deadlines.

Strong interpersonal skills and the ability to work professionally and collegially with persons at all levels.

SALARY: \$68,207.77 with annual increases to \$102,946.85

Completed Trial Court Application for Employment should be forwarded to:

Janice McDermott, Administrative Manager
Office of Jury Commissioner
560 Harrison Avenue, Suite 600
Boston, Massachusetts 02118

Trial Court Applications for Employment are available at all court locations and at the Administrative Office of the Trial Court. Applications can also be downloaded online at <http://www.mass.gov/courts/jobs/application.pdf>.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER